

Dispatch to Response Time, Priority Delta Emergency Medical Services

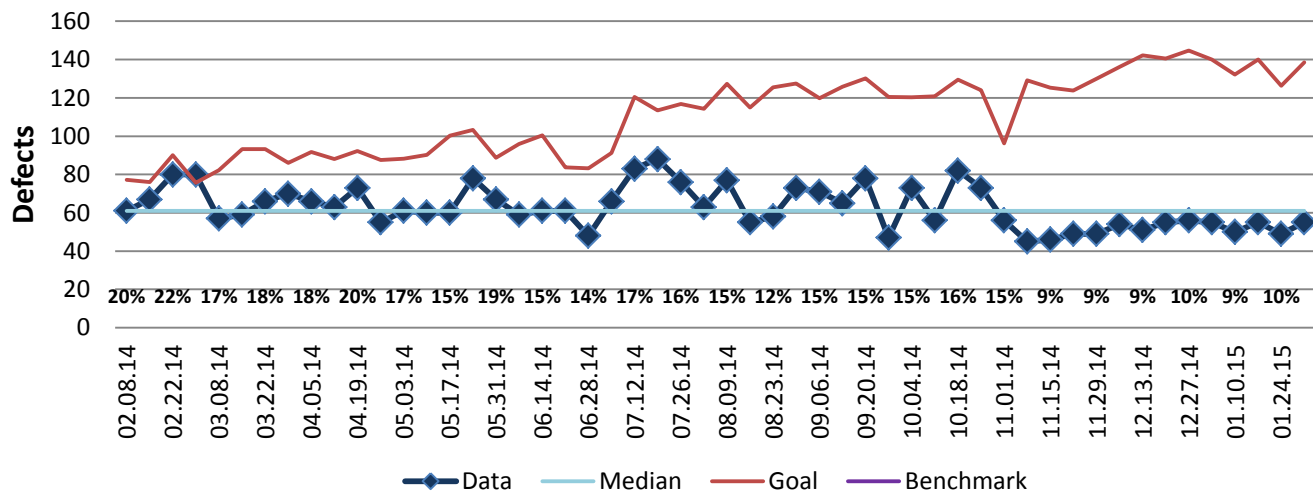


KPI Owner: Major Mike Tully

Process: Emergency Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD		Data Source: CAD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal		
Goal: Less than 60 seconds at least 75% of the time		Goal Source: LMEMS	Measurement Method: Count of times from receiving dispatch to response for priority code Delta incidents that exceed 60 seconds		
Benchmark: TBD		Benchmark Source:	Why Measure: To understand system capability & customer expectations		
			Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.		
How Are We Doing?					
02.02.14-01.31.15 12 Month Goal	02.02.14-01.31.15 12 Month Actual		01.25.15-01.31.15 Goal	01.25.15-01.31.15 Actual	
5,755	3,261		139	55	
Defects	Defects		Defects	Defects	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.